
Remote Backup (Option 11)

BKP messages

BKP0001	Not applicable on CPU/Conf to System Core upgrade.
BKP0002	Indicates a mismatch in the data file. Action: 1. Compare the file again with the XVR command. 2. If the verification fails again, repeat the backup or restore process, and then re-verify using the XVR command. 3. Check your communications package parameters. Make sure that the parameters such as Mode (should be set to BINARY) or Protocol (should be set to XModem) are correctly set. Another possible cause is that the communications package is stripping characters.
BKP0003	Indicates that the Flash ROM in use contains invalid data and the procedure failed. Action: 1. When doing a backup (with the XBK command): a. Do an EDD to update the flash ROM in use. b. Repeat the backup procedure using the XBK command. 2. When doing a Verify (with the XVR command) after performing a backup (with the XBK command): a. do an EDD to update the flash ROM in use b. repeat the Verify procedure using the XVR command 3. When doing a restore (with the XRT command): a. check the customer data file being transmitted to ensure that it is the correct one. b. repeat the Restore procedure using the XRT command. If it still fails, then a corrupted customer data file is a probability.

4. When doing a Verify (with the XVR command) after performing a Restore (with the XRT command):

a. repeat the Restore procedure using the XRT command

BKP0004 Indicates a failure to erase either the cartridge Flash ROM (when in override mode) or System Core (NTBK45) Flash ROM or the Primary and Secondary Flash ROM on the Small System Controller card (NTDK20) on option 11C systems.

Action: 1. Repeat the Restore procedure.

2. If it fails again, a faulty Flash ROM is the probable cause. Replace the System Core card or the S/W cartridge as appropriate.

Note: Option 11C systems are not equipped with S/W cartridges.

BKP0005 Copy failed (fatal).

BKP0006 Checksum failed on the restored configuration data.

BKP0007 Indicates that the Flash ROM is not available at this time (it is being used by another process).

Action: Wait for the current process to complete, and try again.

BKP0008 Indicates that a transmission error occurred. The procedure may have timed-out or there was a problem on the telephone line such as excessive noise.

Action: Repeat the procedure.

BKP0009 Overwrite error (fatal). Indicates that the Flash ROM could not be written properly.

Action: 1. Repeat the Restore procedure using the XRT command. If it still fails, ensure the file size does not exceed the size of the Flash ROM.

2. If it fails again, a faulty Flash ROM is the probable cause. Replace the System Core card or the software cartridges as appropriate.

BKP0010 Not applicable to Option 11E

BKP0011 Indicates that the Site ID in the customer data being restored (XRT command) or verified (XVR command) does not match that of the Options 11 data stored in the system.

Note: The procedure completes normally. This message is only a warning.

Action: 1. When doing a Restore (with the XRT command):

a. If using this feature as an install tool, this message is normal and does not indicate an error condition. The site ID will be automatically corrected on the next data dump (EDD) and backup.

b. Check the customer data file to ensure it is the correct one. You may inadvertently be restoring the wrong data file to the Option 11. If the data file is the correct one, contact your technical support group.

2. When doing a Verify (with the XVR command) after a Restore (with the XRT command) or a backup (with the XBK command):

a. do an EDD to update the flash ROM in use

b. repeat the Restore or Backup procedure

c. repeat the Verify procedure

BKP0012 Allocation error (fatal). Indicates that the Flash ROM could not be written properly.

Action: 1. Repeat the Restore procedure using the XRT command. If it still fails, ensure the file size does not exceed the size of the Flash ROM.

2. If it still fails, a faulty Flash ROM is the probable cause. Replace the System Core card or the software cartridges as appropriate.

BKP0013 Not applicable to Option 11E.

BKP0014 The cartridge is not marked as PREP (fatal).

BKP0015 The CPU/Conf. data is not marked as UPG

Action: Try reloading the old cartridge and UPG again.

BKP0016 The cartridge already has extracted data on it (fatal).

BKP0017 Unable to flag cartridge as having extracted data (fatal).

BKP0018 Insufficient space on cartridge for CPU/Conf data (fatal).